



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

## NOTIFICATION OF STATEWIDE CONTRACT

May 22, 2013

**CONTRACT TITLE:** Copier-Based Multifunctional Equipment Maintenance

**CURRENT CONTRACT PERIOD:** July 1, 2012 through October 31, 2013

**BUYER INFORMATION:** Brent Dixon  
(573) 751-4903 Phone  
(573) 526-9818 Fax  
[Brent.Dixon@oa.mo.gov](mailto:Brent.Dixon@oa.mo.gov)

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	July 1, 2012 through October 31, 2013	October 31, 2013

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.  
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

**THE USE OF THIS CONTRACT IS NOT MANDATORY.**

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's **Awarded Bid & Contract Document Search** located on the Internet at <http://www.oa.mo.gov/purch>.

*~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.*

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C212079001	2303344001 4	Ricoh USA 1401 Forum Blvd. Columbia, MO 65203  <b>Contact Person:</b> Dave Johnson Email: <a href="mailto:David.d.johnson@ricoh-usa.com">David.d.johnson@ricoh-usa.com</a> Phone: 573-356-5173	NO	NO

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/12 – 10/31/13	05/22/13	Revised Order Requirements section
07/01/12 – 10/31/13	11/15/12	Added paragraph 1.4, Equipment Maintenance Management Program contract information
07/01/12 – 10/31/13	07/13/12	Updated Ricoh USA's contact information on 1 <sup>st</sup> page
07/01/12 – 10/31/13	07/09/12	Added Ricoh USA's Vendor Number to 1 <sup>st</sup> page
07/01/12 – 10/31/13	07/09/12	Initial issuance of new statewide contract



## **GENERAL INFORMATION AND REQUIREMENTS**

### **1. BACKGROUND**

- 1.1 This contract provides maintenance and supplies at a firm, fixed monthly minimum copy allowance for the minimum number of copies allowed per month and also provides for a cost per copy over monthly minimum copy allowance.
- 1.2 The contract allows the state and cooperative purchasing agencies to acquire on-site maintenance and supplies for all existing state owned copiers purchased through previous contracts.
  - a. This contract shall not supersede existing contracts for ongoing lease with purchase options. All copiers that are under a lease purchase program shall continue to be covered by maintenance under existing contracts.
  - b. State agencies requiring service under this contract for their existing Canon imageRunner copiers and Ricoh copiers shall indicate on their purchase order the copier(s) origin of purchase (i.e. contract number indicating where copier(s) was originally purchased).
- 1.3 All Canon imageRunner and Ricoh copiers purchased under contract C207030001 must be maintained under contract C207030001.
- 1.4 Contract C213007001-Equipment Maintenance Management Program with Specialty Underwriters is an alternative available to agencies for procuring maintenance for copiers. (Contract C213007001 allows an allotment for supplies and does not apply to leases). Please refer to the statewide notice (C213007001) for more information.

### **2. CONTRACTUAL REQUIREMENTS**

#### **2.1 Performance Requirements:**

- 2.1.1 Ricoh USA shall provide statewide on-site maintenance support and supplies Monday - Friday, 8:00 a.m. to 5:00 p.m. central time, excluding state holidays for all makes/models of copier-based multifunction equipment accepted under contract.
- 2.1.2 Ricoh USA's on-site maintenance shall include preventive maintenance calls and all remedial service calls required by the using state agencies and found to be necessary by the service representative in order to maintain the equipment in optimum operating condition.
  - a. Ricoh USA's on-site maintenance shall include all labor, mileage, travel time, and parts, including rollers and drums necessary to maintain equipment in optimum operating condition.
  - b. Each regularly scheduled preventive maintenance call shall include a complete inspection, essential cleaning, lubrication, replacement of worn or broken parts, and mechanical adjustments to accommodate for new parts or to compensate for wear. Preventative maintenance should also include replacing the equipment's ozone filters at the designated times identified in the manufacturer's manual.
  - c. Ricoh USA shall have a technician onsite to perform any necessary repairs within 24 working hours after notification by the state agency (during work week).
  - d. Ricoh USA's on-site maintenance shall include all supplies except paper, staples, and staple wire.
    - 1) The supplies may be a brand other than the equipment, but Ricoh USA shall be responsible for the successful performance and compatibility of the supplies.
    - 2) Supplies shall be delivered within 14 calendar days of state agency notification by phone or in writing.

3) Ricoh USA should monitor usage so as to anticipate the need for supplies and deliver supplies without requiring the state agency to notify Ricoh USA that supplies are needed.

- 2.1.3 The state shall not pay for copy charges arising from either Ricoh USA's service calls, or copies which are unusable due to poor copy quality. State agencies shall give unusable copies to the service technician to be granted copy credits.
- 2.1.4 Ricoh USA shall maintain a service log for each of the copier-based multifunction equipment covered under the contract. The service log shall be kept with the respective copier-based multifunction equipment and the service technician shall update the log with each service call with the date, meter reading, description of problem, and a list of parts replaced.
- 2.1.5 Ricoh USA must provide maintenance (including upgrades/new releases) and technical support for all copier software, including ongoing telephone support, problem determination, and resolution.
  - a. Ricoh USA must provide technical support Monday - Friday, 8:00 a.m. to 5:00 p.m. central time, excluding state holidays.
- 2.1.6 Copier-based multifunction equipment which are not currently covered by a similar type maintenance agreement, including the equipment maintenance management contract, for a period of more than 30 calendar days are subject to inspection by Ricoh USA before being brought under this contract. An inspection fee will not be charged to the state agency to determine the condition of the equipment. Applicable costs for bringing the copier-based multifunction equipment up to maintenance agreement standards shall be the responsibility of the using agency.
- 2.1.7 Ricoh USA shall agree and understand that the State of Missouri reserves the right to cancel maintenance on any equipment owned by the state with 30 calendar days prior written notice to Ricoh USA at no additional cost to the State of Missouri.
- 2.1.8 Ricoh USA shall notify the Division of Purchasing and Materials Management of any change of administration contact or service representation (e.g. change in organization responsible for service). Such notification should be received by Division of Purchasing and Materials Management prior to the change taking place.
- 2.1.9 Single Point of Contact: Ricoh USA must function as the single point of contact for the state, regardless of any subcontract arrangements for all products and services. This shall include assuming responsibility and liabilities for all problems relating to all hardware, software and services provided. All orders and payments must go directly to Ricoh USA and not their subcontractors or dealers.
- 2.1.10 Ricoh USA must notify the Division of Purchasing and Materials Management and the state agencies in writing as soon as a manufacturer had determined equipment has become obsolete and no longer serviceable so the State of Missouri can remove the equipment from the contract.
- 2.1.11 Ricoh USA must provide the capability for the hard drive to be removed from the equipment or erased. Ricoh USA must provide hard drive erase services that includes the technician conducting a Department of Defense (DOD) three-pass minimum level erasure of hard drives at end of product life, or when any hard drives leave the state's control. A \$225.00 per machine fee will be charged to have the hard drive erased by Ricoh USA.

## **2.2 Order Requirements**

- 2.1.1 Agencies may use either PGQ or SC for placing orders from this contract. Agencies must process maintenance services order through the contract, but do not have to encumber the funds in advance. The following information needs to be included on purchase orders submitted for maintenance so the contractor can bill and collect meter readings correctly.

State of MO Contract number

Contractor Vendor Number

Copier make

Copier model

Manufacturer Equipment ID Number or the Manufacturer Ser No

Time Period the PO covers (July 1, 2012 thru June 30, 2013....as an example)

Quantity

Monthly payment and monthly copy allowance

Bill to Address

Ship to address.....Copier address location, i.e., Dept and/or Div, Street Address, Room No., City, State, Zip

Key Operator name for meter readings

Key Operator fax number

Key Operator phone number

## **2.3 Invoicing Requirements**

- 2.3.1 All invoices must include the state's contract number, and reference the model number, serial number, copy usage, unit and extended price, billing period, and agency name and location.
- 2.3.2 State agencies choosing to utilize the contract, shall commit in advance to the monthly minimums specified on the Pricing Pages provided herein. If a state agency's usage exceeds the monthly minimum copy allowance, Ricoh USA shall bill the state agency the monthly minimum copy allowance price including the cost per copy pricing for each copy which exceeds the monthly minimum copy allowance.
- 2.3.3 There shall be no more than one billing per calendar month and bills for more or less than 30 days shall have the monthly copy allowance prorated. Any given calendar day shall only be billed one time. Ricoh USA may use longer billing cycles, such as 60 or 90 days, but the monthly copy allowance and actual usage must be prorated accordingly.
- 2.3.4 Ricoh USA shall provide an electronic method for providing monthly usage for each of the copier-based multifunction equipment (e.g. meter readings) from each agency that requires minimal agency time and expense. The electronic method may include online submission and/or automated electronic submission to be performed by the equipment via an available network connection if approved by the state agency. Ricoh USA should also provide a manual method for monthly usage for state agencies not capable of utilizing electronic methods.
- 2.3.5 Ricoh USA may invoice for the maximum amount of copies for the respective volume range if a state agency fails to follow appropriate monthly usage instructions. However, excess charges must be credited when meter readings are received.
- 2.3.6 All payments to Ricoh USA shall be made in arrears.
- 2.3.7 Unless otherwise specified herein, Ricoh USA shall furnish all material, labor, facilities, equipment, and supplies necessary to perform the services required herein.

CANON COPIER-BASED MULTIFUNCTIONAL EQUIPMENT MAINTENANCE PRICING				
	Volume Band	Monthly Minimum Quantity	Firm, Fixed Cost Per Copy	Monthly Cost Per Copier
<b>Canon IR2200</b>	No Minimum		\$0.0092	
	Low	5,000	\$0.0090	\$45.00
	Middle	7,500	\$0.0087	\$65.25
	High	10,000	\$0.0087	\$87.00
<b>Canon IR2270</b>	No Minimum		\$0.0092	
	Low	5,000	\$0.0090	\$45.00
	Middle	7,500	\$0.0087	\$65.25
	High	10,000	\$0.0087	\$87.00
<b>Canon IR3025</b>	No Minimum		\$0.0092	
	Low	5,000	\$0.0090	\$45.00
	Middle	7,500	\$0.0087	\$65.25
	High	10,000	\$0.0087	\$87.00
<b>Canon IR3300</b>	No Minimum		\$0.0069	
	Low	10,000	\$0.0058	\$58.00
	Middle	15,000	\$0.0055	\$82.50
	High	20,000	\$0.0050	\$100.00
<b>Canon IR3570</b>	No Minimum		\$0.0069	
	Low	10,000	\$0.0058	\$58.00
	Middle	15,000	\$0.0055	\$82.50
	High	20,000	\$0.0050	\$100.00
<b>Canon IR3035</b>	No Minimum		\$0.0069	
	Low	10,000	\$0.0058	\$58.00
	Middle	15,000	\$0.0055	\$82.50
	High	20,000	\$0.0050	\$100.00
<b>Canon IR4570</b>	No Minimum		\$0.0095	
	Low	20,000	\$0.0075	\$150.00
	Middle	30,000	\$0.0067	\$201.00
	High	40,000	\$0.0058	\$232.00
<b>Canon IR3045</b>	No Minimum		\$0.0095	
	Low	20,000	\$0.0075	\$150.00
	Middle	30,000	\$0.0067	\$201.00
	High	40,000	\$0.0058	\$232.00
<b>Canon IR5000</b>	No Minimum		\$0.0052	
	Low	25,000	\$0.0030	\$75.00
	Middle	35,000	\$0.0030	\$105.00
	High	45,000	\$0.0030	\$135.00
<b>Canon IR5570</b>	No Minimum		\$0.0052	
	Low	25,000	\$0.0030	\$75.00
	Middle	35,000	\$0.0030	\$105.00
	High	45,000	\$0.0030	\$135.00

<b>Canon IR5055</b>	No Minimum		\$0.0052	
	Low	25,000	\$0.0030	\$75.00
	Middle	35,000	\$0.0030	\$105.00
	High	45,000	\$0.0030	\$135.00
<b>Canon IR6000</b>	No Minimum		\$0.0043	
	Low	30,000	\$0.0030	\$90.00
	Middle	40,000	\$0.0030	\$120.00
	High	50,000	\$0.0030	\$150.00
<b>Canon IR6570</b>	No Minimum		\$0.0043	
	Low	30,000	\$0.0030	\$90.00
	Middle	40,000	\$0.0030	\$120.00
	High	50,000	\$0.0030	\$150.00
<b>Canon IR5065</b>	No Minimum		\$0.0043	
	Low	30,000	\$0.0030	\$90.00
	Middle	40,000	\$0.0030	\$120.00
	High	50,000	\$0.0030	\$150.00

**CANON COPIER-BASED MULTIFUNCTIONAL EQUIPMENT TIME AND MATERIALS PRICING**

<b>Description</b>	<b>Firm, Fixed Hourly Rate</b>
<b>During Normal Business Hours - 8:00 a.m. to 5:00 p.m., Monday –Friday</b>	\$110.00
<b>After Normal Business Hours</b>	\$200.00

**RICOH COPIER-BASED MULTIFUNCTIONAL EQUIPMENT MAINTENANCE**

<b>Manufacturer/Model</b>	<b>Volume Band</b>	<b>Quantity</b>	<b>Firm, Fixed Cost Per Copy</b>	<b>Monthly Cost</b>
<b>Ricoh 2020D</b>	No Minimum		\$0.0120	
	Low	1,000	\$0.0120	\$12.00
	Middle	2,500	\$0.0120	\$30.00
	High	5,000	\$0.0120	\$60.00
<b>Ricoh 2018D</b>	No Minimum		\$0.0120	
	Low	1,000	\$0.0120	\$12.00
	Middle	2,500	\$0.0120	\$30.00
	High	5,000	\$0.0120	\$60.00

**RICOH COPIER-BASED MULTIFUNCTIONAL EQUIPMENT TIME AND MATERIALS PRICING**

<b>Description</b>	<b>Firm, Fixed Hourly Rate</b>
<b>During Normal Business Hours - 8:00 a.m. to 5:00 p.m., Monday –Friday</b>	\$110.00
<b>After Normal Business Hours</b>	\$200.00

<b>DISCOUNT FROM LIST PRICE FOR CANON AND RICOH PARTS</b>			
<b>Description</b>	<b>Quantity</b>	<b>Unit of Measure</b>	<b>Firm, Fixed Discount</b>
Discount From List Price For Canon and Ricoh Parts	1	Percent	15%